

CANCELLATION POLICY

NON-SURGICAL TREATMENTS

We require confirmation of appointments. Please reply to your reminder email, letting us know you plan to attend. ***Any appointment not confirmed by 48 hours prior, will be cancelled.***

For first appointments, please arrive 10 minutes prior to your appointment time. There will be intake paperwork to complete and/or preliminary photos to be taken.

For treatment appointments, please arrive at least 5 minutes ahead of your appointment. Clients arriving late may need to be rescheduled at the practitioner's discretion.

For longer treatments, you will be given details regarding rebooking/cancellation at the time of booking.

SURGICAL CONSULTATIONS/PROCEDURES:

We require confirmation of a surgical consultation. Cancellations must be received no later than 48 hours prior to your appointment time. ***Unconfirmed appointments will be cancelled.*** If cancellation criteria are not met, rebooking will require payment of the \$100.00 consultation fee at the time of booking.

For first appointments, please arrive 15 minutes prior to your appointment time. There may be intake paperwork to complete and/or preliminary photos to be taken.

If surgery is cancelled or changed within three weeks of your procedure date, for ***non-medical reasons***, the 15% will be retained as a non-refundable deposit.

If surgery is cancelled within three weeks of your procedure date, for ***medical reasons***, a note from the family physician will be required in order to receive the 15% deposit refund.

If surgery is cancelled within one week of surgery for non-medical reasons, 30% of payment will be retained.

If surgery is cancelled at least 3 weeks prior to surgical date, the 15% booking deposit will be refunded, minus a \$200.00 administration fee.